INTRODUCTION

CUSTOMER TRAINING FOR
DCMC Schedule and Delivery Management
as it applies to
Delay Notice and Customer Priority Request

Patsy N. Oburn, DCMC-OG
Process Owner
703-767-3350/dsn: 427
patsy_oburn@hq.dla.mil

District Process Champions
Bill Gillen, DCMDE, 617-753-4892
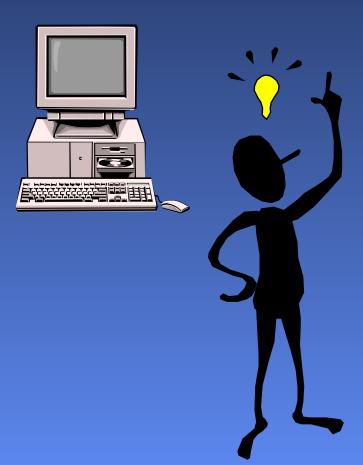**Herbert Cowart, DCMDW, 310-900-6549**
Newton Stearns, DCMDI, 703-767-2736

INTRODUCTION

Introduce Yourself

➢ **What you do in your Command**
➢ **Your experience with Delay Notice**
- CPSS - Alerts Tool
➢ **Other**

Purpose

- ➢ **Initiate Thoughts of Training**
- ➢ **Review and Comment on Materials**
- ➢ **Learn to Be Users**
- ➢ **Establish Support Network**
  - ➢ **Other Trainers**
- ➢ **Ask Questions**

Instructor Slide

DCMC Intentions

➢ **To Provide Professional Training Support**

➢ **Enable the learning objective: Students should understand the DCMC process of Schedule and Delivery Management, as it applies to Delay Notices and Customer Priority Requests and how to use the Alerts Phase II tool suite that supports the process.**

➢ **Integrate DCMC Operational Process/policy With the Alerts Tool Suite**

➢ **Recognize the Customers' Uniqueness in Mission and Need**

➢ **Provide a Consistent Training Solution to All Customers**

Instructor Slide

➢ **Provide a Venue for Feedback on Process, Training, Tool**

References

- **Instructor Guides: http://www.dcmc.hq.dla.mil/TEAMINFO/Alerts/Index.htm**

- **DLAD 5000.4 Schedule & Delivery Management Chapter http://www.dcmc.hq.dla.mil/onebook/5.0/5.1/SchDelMgmt.htm**

- **Delay Notice - Customer Priority Request - Alerts Team : http://www.dcmc.hq.dla.mil/TEAMINFO/Alerts/Index.htm**

- **Subpart 42.11 -- Production Surveillance and Reporting**

- **DCMC Customer Priority Surveillance System (CPSS) Metrics cube: http://160.147.163.20/cgi-bin/ppdscgi.exe**

- **MOCAS Trusted Agent Manual:**

Instructor Slide

- Relevancy
- Assumptions
- Need to Know Expectations
- No Dull Presentations
- Experience and Knowledge
- Learn by Doing
- No Busywork
- Establish Class Pattern

Instructor Slide

- Windows
- Mouse
- Toggle
- Enter & Edit Text
- Send/Receive Email
- Log in Process
- Password & Security Process

- ➤ **Instructor Shows First then Students Try**
- ➤ **Call on Students Who are Ahead of Class**
- ➤ **Two Instructors**
- ➤ **Walk Around**
- ➤ **Keep Discussions Relevant**
- ➤ **Stay on Schedule**

Instructor Slide

Student Workbook - Exercises

- ➢ **Explain Exercise - Objective**
- ➢ **Explain Steps - Tell Me, Show Me, Let Me Do It**
- ➢ **Do Exercise Close to Teaching Function**
- ➢ **Encourage Use of User Guide**
- ➢ **Complete Exercise Without Interruption**

KSA for Training

- **General IT Skills**

  Windows - Mouse - Toggle - Enter & Edit Text - Email - Block/Mark/Copy Text

- **Customer IT Skills**

  Acronyms - Alerts application - Log in/Exit process - security

- **Functional Knowledge of Alerts Process**

  Cage codes - DoDAAC - CLIN - Schedules - RDF Codes - MOCAS, Priority Surveillance

Instructor Slide

PC Configuration

➢ BROWSER: NETSCAPE OR INTERNET   EXPLORER

➢ VERSION: NETSCAPE = 4.0
              INTERNET EXPLORER: 4.0, 5.0

➢ PC CONFIGURATION RECOMMENDED:
      PENTIUM II 233 MHz
      64 Mb RAM

Instructor Slide

Course Preparation and Administration

- ➢ **CLASS PREPARATION CHECKLIST**
- ➢ **COURSE MATERIALS**
- ➢ **RECORD KEEPING**
- ➢ **SECURITY FORMS**
- ➢ **DATABASE MAINTENANCE**

Instructor Slide

Course Materials

- **User guide for students**
- **Administrative info**
- **Handouts**
- **Wall chart of system configuration**
- **LCD Pancake**
- **Overhead projector**

- **Sign in Sheets**
- **Slides disk**
- **Instructor's guide**
- **White board/flip chart**
- **Notepaper for students**
- **Name tents**

Instructor Slide

Need Help? Call...

- ➤ **Troubleshooting/Problems**

- ➤ **Customer Local 334**

- ➤ **Customer F Shop**

- ➤ **DCMC Help Desk**
  1 888 576-3262

Instructor Slide